

GP TRAINING: We are a training practice and doctors wishing to gain experience in general practice often work as part of our team. These doctors are fully experienced in hospital medicine, but require further general practice experience before entry into practice alone. From time to time we may ask for your written permission to videotape consultations. Tapes are kept securely and are used for teaching purposes only. Should you prefer the consultation not to be videotaped, please let the receptionist know.

MEDICAL STUDENTS: The practice has links to the University of Bristol Medical School. Medical students are sometimes attached to the practice, but you will always be asked if you are happy for the student to sit in with your doctor.

Our Services and Who to see	
Asthma/COPD Checks Baby & Child Immunisations Cervical Smears Diabetes Checks Dressings Flu Jabs Spirometry Travel Advice/Injections	Practice Nurse
Blood Tests	Phlebotomist or Health Care Assistant
Blood Pressure Testing Ear Syringing Chronic Disease Monitoring B12 Injections NHS Health Checks Stop Smoking Advice Weight Checks	Health Care Assistant
Contraception & Family Planning Advice	Doctor/Senior Nurse
Pregnancy, Antenatal & Postnatal Care	Doctor and/or Midwives at South Bristol Community Hospital
Baby & Child Health Clinics	Health Visitors at Knowle Clinic
Drug & Alcohol Services	Doctor (for referral to Practice Drugs Worker)
Wart Clinic	Doctor (for referral to Wart Clinic)
Nursing Care for Housebound patients	District Nurses

HOW TO FIND US:

Priory Surgery is located on the corner of Priory Road and Wells Road (A37) in Knowle, directly opposite the Broadwalk Shopping Centre. The practice welcomes patients from parts of Knowle, Brislington, Hengrove, Whitchurch and Totterdown.

Transport:
Local buses that serve the area are numbers 2, 36, 376 and 511

Parking:
There is very limited car parking at the rear of the surgery. Parking is available at the multi storey car park opposite the surgery.

ACCESS:

The building has easy access for people with physical disabilities, including wheelchair users. There is a hearing loop at the reception desk. Please ask the receptionist if you require assistance.

Local Chemists/Pharmacies

- | | |
|----------------------------|-------------|
| Lloyds Chemist, Wells Road | 01179717445 |
| Superdrug, Wells Road | 01179714947 |
| Silvermans, Wells Road | 01179776743 |
| Tesco Pharmacy | 08456779079 |



326 Wells Road
Knowle
Bristol
BS4 2QJ

Telephone: 0117 949 3988
Fax: 0117 987 2905

PATIENT INFORMATION LEAFLET

- OPENING TIMES** 8.30am to 6.30pm
Monday to Friday
- SURGERY TIMES** 8.40am to 11.30am
(see insert for details) 4.00pm to 6.00pm
- EXTENDED HOURS** Until 8pm once a week on either Monday, Tuesday, Wednesday or Thursday evening.
(see insert for details)

WHEN WE ARE CLOSED PLEASE DIAL 111

(Calls to the NHS 111 Service are free from landlines and mobile phones)

www.priorysurgerybristol.co.uk

PRACTICE STAFF

Doctors and Salaried GPs:

Dr Paul Meadows MB ChB DRCOG MRCP

Dr Mark Wilmshurst MB ChB DRCOG MRCP DFFM

Dr Rachel Warrington MBBS BSc MRCP MRCP DFFM

Dr Richard Gillings MBBS BSc MRCP

Dr Sarah Wigmore MB ChB BSc MRCP

Dr Jillian Drury MB BCh BAO MRCP MRCP DFFM DCH DRCOG

Dr Nita Maha MB ChB MRCP DFSRH CertMedEd

Practice Manager: Miss Mary Hunter

Nursing Team: Our Practice Nurses, Health Care Assistant and Phlebotomists offer a full range of treatment room services, including phlebotomy, NHS Health Checks, Stop Smoking Advice and regular clinics for patients with chronic disease, such as asthma, COPD & diabetes.

Reception & Administration Teams: The receptionists are at the front line of our service. Please help them by being punctual, polite and as informative as possible. The administration team, including the practice secretary, work hard behind the scenes to assist the doctors and Practice Manager to ensure the smooth running of the Practice.

NEW PATIENTS: We welcome new patients. Please contact reception for a Registration Pack or apply online. You will be asked to complete standard registration documents and a simple health questionnaire. You will need proof of identity and photo ID.

APPOINTMENTS:

Routine Appointments: Appointments can be made in advance by telephoning the surgery or calling at the reception desk. Online booking is also available using Patient Access. The doctor you usually see may not be on duty every day. If your usual doctor is not available you can be seen by another doctor.

Urgent Appointments: An on-call doctor is available each day to deal with matters that are medically urgent. The doctor may telephone you or you may be given an appointment by the receptionist.

Telephone Appointments: If you just need advice rather than a face-to-face consultation, you may ask the receptionist for a telephone appointment. The doctor or nurse will call you back as soon as they can, so please make sure you give us your correct contact number and that you are available to take the call.

Home Visits: Home visits are at the discretion of the doctor. If you are too ill to be brought to the surgery or if you are housebound, **please phone before 10.30am** to enable the doctors to plan their rounds. Remember that we can always give you a more complete check-up if we see you at the surgery.

Cancellations: Please let us know immediately if you are unable to attend your appointment. We can then offer the appointment to another patient who needs it.

DNA (Did Not Attend): DNA rates are monitored regularly. Repeated failure to turn up for appointments may result in a patient being asked to leave the Practice list.

Appointment Reminders: A text messaging reminder service is available. You can sign up online or at the surgery.

TEST RESULTS: Results can be given out over the phone, but only to the person who had the test. To keep phone lines free for those people trying to make appointments, test results are only available between 12 and 4pm.

REPEAT PRESCRIPTIONS: Requests will not be taken over the phone. You can request a repeat prescription by putting a request slip in the box at reception, sending your request by post, faxing a request to the practice (Fax: 01179872905), or via the Practice website using Patient Access. Please allow at least 48hrs (2 working days) before collection, preferably after morning surgery. This is to maximise your safety by having your regular doctor review the prescription. Please remember to allow an extra day if you are using a pharmacy collection and/or delivery service.

CHANGE OF ADDRESS/CONTACT DETAILS: If any of your personal details change, please make sure you let us know so that your records can be updated. You can also do this online via our website.

CARERS: A carer is someone who, without payment, provides help and support to a partner, child, relative, friend or neighbour who could not manage without their help. Please let us know if you are a carer, so that we can update your record.

PRIVATE FEES: Some non-NHS services are subject to a fee. Please see the surgery noticeboard for more details.

VIOLENT OR ABUSIVE BEHAVIOUR: We aim to treat our patients courteously at all times and expect our patients to treat our staff in a similarly respectful way. We take seriously any threatening, abusive or violent behaviour against any of our staff or patients. Violent or abusive behaviour can result in a patient being removed from the Practice list.

PATIENT INVOLVEMENT: We often look at the way we provide services. If you would like to be involved or give us your views, you can join the Patient Reference Group (PRG). Further information is available online and at the surgery.

DATA PROTECTION & CONFIDENTIALITY: The Practice adheres to strict policies concerning data protection and patient confidentiality.

SUGGESTIONS & COMPLAINTS: Suggestions are welcome and we will always investigate any complaint that you may have, as this may help us to improve the services we offer. Please contact the Practice Manager on 01179493988 or 01173003061 direct. Alternatively ask at reception for our complaints policy leaflet.

You may also approach the following organisations for help or advice:

PATIENT ADVICE & LIAISON SERVICE (PALS) provides confidential advice and support, helping you to sort out any concerns you may have about the care we provide, guiding you through the different services available from the NHS.

Tel: 0117 330 2436 or 0800 073 0907

Email: sarah.jenkins@swcsu.nhs.uk

HEALTHWATCH is the local champion for patients and the public. They are there to listen to your feedback, and to make sure that local services know what people expect from them. They also want to hear about times when you have experienced excellent care, so that they can make sure that lessons are learned and services improved. If you want to feedback and make a difference to how your local health and social care services work, then Healthwatch is the place to do it.

Tel: 0117 2690400.

www.healthwatchbristol.co.uk